1402-05

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE
BEFORE THE BOARD OF PATENT APPEALS AND INTERFERENCES

INVENTOR: Stefaan Albert Coussement
CASE: P4644
SERIAL NO.: 09/757,728   **GROUP ART UNIT:** 2145
FILED: 01/09/2001   **EXAMINER:** Choudhury, Azizul Q.
SUBJECT: System for Reporting Client Status Information to Communications-Center Agents

PARTY IN INTEREST: All inventions in the disclosure in the present case are assigned to or assignable to: Genesys Telecommunications Laboratories, Inc.

Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

Dear Sirs:

11/03/2005 DTESSEM1 00000065 09757728

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APPEAL BRIEF

1.0   Real Party in Interest

The real party in interest is Genesys Telecommunications Laboratories, Inc.

2.0   Related Appeals and Interferences

This is an appeal from the Office Action of the Examiner dated 06/30/2005 rejecting claims 1-6, 8-31 and 33, the only pending claims in the application. There are no related appeals of the claims in this case or interferences in the instant case.

3.0   Status of the Claims

Following is the status of all claims in the instant case:

Claims 7 and 32 are canceled.

1. Rejected - appealed in this brief.
2. Rejected - appealed in this brief.
3. Rejected - appealed in this brief.
4. Rejected - appealed in this brief.
5. Rejected - appealed in this brief.
6. Rejected - appealed in this brief.
8. Rejected - appealed in this brief.
9. Rejected - appealed in this brief.
10. Rejected - appealed in this brief.
11. Rejected - appealed in this brief.
12. Rejected - appealed in this brief.
13. Rejected - appealed in this brief.
14. Rejected - appealed in this brief.
15. Rejected - appealed in this brief.
16. Rejected - appealed in this brief.

17. Rejected - appealed in this brief.

18. Rejected - appealed in this brief.

19. Rejected - appealed in this brief.

20. Rejected - appealed in this brief.

21. Rejected - appealed in this brief.

22. Rejected - appealed in this brief.

23. Rejected - appealed in this brief.

24. Rejected - appealed in this brief.

25. Rejected - appealed in this brief.

26. Rejected - appealed in this brief.

27. Rejected - appealed in this brief.

28. Rejected - appealed in this brief.

29. Rejected - appealed in this brief.

30. Rejected - appealed in this brief.

31. Rejected - appealed in this brief.

33. Rejected - appealed in this brief.

4.0   Status of Amendments

No amendments have been filed subsequent to the rejection of claims 1-6, 8-31 and 33, the subjects of this appeal.

5.0   Summary of the Claimed Subject Matter

Following is a concise explanation of the subject matter defined in each of the two standing independent claims including their dependent claims.

5.1 Independent system claim 1

1. In a network including a communication center and a plurality of clients using communication devices, a system enabling agents of the communication center to best communicate with the clients and client devices, including configuring call-back options and preferences, the system comprising [Fig. 1; 52, 21, first described beginning on p.14; Fig. 5; clients 1, 2, devices 125, 129, 133, 137 p.38 respectively] :

customer presence software executing at each client device for monitoring client and client device status [Fig. 5 FPS-SW 131, CPS-SW 195, CPS-SW 139, FPS-SW 127, FPS-SW 135 first described p. 38 lines 9-17] ; and

a communication-center presence software executing in the communication center for receiving information from the customer presence software [Fig. 5 CCPS 119, first described p. 38, line 5;

characterized in that the customer presence software [195, 131, 139, 127] monitors real-time client and client device status at each client device including on-line/off-line status of the client and client device[125, 129, 133, 137], and the client's callback preferences including medium preferences and client device preferences, communicates the status information to the communication center presence software, and the communication center presence software integrates the received status information and provides the integrated result to the agents of the communication center [first described p. 38 beginning at line 18 to p. 39 line 12; p. 40 lines 8-16].

In summary, the invention recited in claim 1 provides an internet-connected server/software network system which installs software at a communication server and at remote client communication devices enabling real-time monitoring of client communication devices which enable the agent to facilitate a call back request when it is known that the client and the client's devices are available to receive and participate in a call from an agent.

5.2 Independent method claim 19

19. A method for enabling agent-users [Fig. 1; 27, 29, 31 first described p. 33, lines 15-23] of a communication center [21] connected to a network [52] to obtain real-time client-presence status information related to clients of the information-source facility comprising the steps of:

(a) executing presence software at client devices used by the clients [Fig. 5 FPS-SW 131, CPS-SW 195, CPS-SW 139, FPS-SW 127, FPS-SW 135 first described p. 38 lines 9-17] ;

(b) communicating client-status information by the presence software, including on-line/off-line status of the client and client device, and the client's callback preferences including medium preferences and client device preferences to a communication center presence software executing in the communication center [first described p. 38 beginning at line 18 to p. 39 line 12; p. 40 lines 8-16] ; and

(c) integrating the client-status information or a portion thereof and serving the result to subscribing agent workstations in the communication center [first described p. 26, lines 15-23].

In summary, the method recited in claim 19 enables agents, operating from a communication center, to receive integrated status results of various communication devices of a remote client, including the client's callback preferences with medium preferences and client device preferences via software at the client devices and a server at the communication center.

6.   Grounds of Rejection to be Reviewed on Appeal

Independent claims 1, 19 and dependent claims 2-3, 12-17, 20-21, 23-24, 26-28, and 31-33 stand rejected under 35 U.S.C. 102(e) as being anticipated by Miesbauer et al. (US Pat No. 006760767B1). Remaining dependent claims stand rejected under 35 U.S.C. 103(a) as being unpatentable over Miesbauer in view of Rakavy et al. (US Pat No: US 005913040A).

7.   Argument

Following is a presentation of arguments against two separate rejections put forth by the Examiner.

7.1   35 U.S.C. 102 against claims 1-3, 12-17, 19-21, 23-24, 26-28 and 31-33

re: independent Claim 1

The Examiner rejects independent claim 1 as being anticipated by Miesbauer. Appellant believes that the Examiner has presented a piece of art that fails to teach all of the limitations positively recited in claim 1. Therefore, the Examiner has failed to present a proper prima facie case of anticipation against appellant's independent claims.

The Examiner's Arguments:

The Examiner states that Miesbauer teaches a communication connectivity verification design. In the design, an online center (equivalent to claimed communication

center) communicates with subscribing stations (equivalent to claimed clients) (column 2, line 64 — column 4, line 11, Miesbauer) to verify proper connectivity (equivalent to claimed online/offline status). Plus, the design allows clients to set notification mode requests and has means for callback (column 3, lines 25-39, Miesbauer). Finally the design features software (equivalent to the claimed presence software) on both the customer/client sites (column 5, lines 1-6, Miesbauer) and the online center (communication center) (column 3, lines 4-7, Miesbauer) allowing the two sites to communicate and transfer status information to each other).

Appellant points out that the art of Miesbauer is directed to a network of connected appliances for use in the medical field. The invention is concerned with maintaining the connected machines and sends a status report to the station hosting the appliance. Specifically Miesbauer teaches an on-line center connected to a plurality of substations each having an associated in-field product controlled by software which requires periodic upgrading, maintenance, service, and general monitoring. The system includes submitting customer and product data, and a user selected mode of notification of completion electronically to a centralized on-line center, which in turn creates a configuration module based on the submitted customer and product data. The configuration module is then transmitted to the subscribing station by the on-line center. The configuration module is loaded into the subscribing station to allow future communications between the on-line center and the subscribing station. The on-line center creates an output connectivity report including a status report that is sent to the user based on the user selected mode of notification, which can include an email notice, a voice mail notice, and or a pager notice (Abstract).

Appellant's response:

Appellant claims a system enabling agents of a communication center to best communicate with the clients and client communication devices, including configuring call-back options and preferences. Appellant argues that the art of Miesbauer teaches a

limited system for periodically checking status of a connected appliance and sending a report to the substation of the status of the connected appliance. Miesbauer's purpose is to perform maintenance checks on the connected appliance.

Appellant points out that the appliance in the art of Miesbauer is not a communication device, nor is there suggestion of it being so. Appellant's invention checks status of client communication devices in order to effectively communicate with the client in a bi-directional manner, hence the need for call-back and communication device preferences. Miesbauer checks status of a medical appliance and sends the report to the substation (col. 3, lines 1-25; col. 4, lines 58-63) .

Appellant argues that Miesbauer is not concerned with communicating with the client in the manner set forth in appellant's invention as claimed. Appellant further argues that Miesbauer fails to disclose monitoring real-time client and client device status at each client device including on-line/off-line status of the client and client device, and the client's callback preferences including medium preferences and client device preferences. Miesbauer is limited to a teaching wherein the substation chooses the format to receive the report of the appliance maintenance status, i.e. email, phone or fax and a report is sent to one of these communication devices. (col. 9, lines 8-35). Appellant argues that Miesbauer fails to teach call-back preferences because calls are not conducted between clients and agents in the art of Miesbauer, only electronic data reports are sent to the substation from the on-line center.

re: dependent claim 16

The Examiner rejects claim 16 as being anticipated by Miesbauer. Appellant believes the art fails to teach the limitations of said claim. Appellant believes the Examiner failed to directly address the limitation or directly point out in the art where the limitations are taught.

<u>The Examiner's arguments:</u>

The Examiner states that Miesbauer's design features software (equivalent to the claimed presence software) on both the customer/client sites (column 5, lines 1-6, Miesbauer) and the online center (communication center) (column 3, lines 4-7, Miesbauer) allowing the two sites to communicate and transfer status information to each other. The design also allows online center (communication center) to access the service software at a centralized facility (equivalent to claimed third party).

<u>Appellant's response:</u>

Appellant argues that "a centralized facility" in the art of Miesbauer is assumed as the Examiner failed to provide an element number or refer to a specific portion in Miesbauer to support the suggestion. Further, if the centralized server does exist it does not equate to appellant's claim that one or more instances of customer presence service software are foreign presence service software provided by a third-party presence service provider, and further comprising a foreign presence service server operating in the network and communicating with both the instances of the foreign presence service software and the communication center presence software executing at the communication center. Appellant argues that there is no teaching that the server is in fact a third party server, clearly meaning that the server is <u>not</u> hosted by the on-line facility, as generally known in the art. Appellant teaches third party integration via commercial communication/network suppliers (p. 27, lines 18-22).

re: independent method claim 19

<u>The Examiner's Arguments</u>:

The Examiner states that Miesbauer teaches a communication connectivity

verification design. In the design, an online center (equivalent to claimed communication center) communicates with subscribing stations (equivalent to claimed clients) (column 2, line 64- column 4, line 11, Miesbauer) to verify proper connectivity (equivalent to claimed online/offline status). Plus, the design allows clients to set notification mode requests and has means for callback (column 3, lines 25-39, Miesbauer). Finally the design features software (equivalent to the claimed presence software) on both the customer/client sites (column 5, lines 1-6, Miesbauer) and the online center (communication center) (column 3, lines 4-7, Miesbauer) allowing the two sites to communicate and transfer status information to each other.

Appellant's response:

Appellant claims a method for enabling agent-users of a communication center connected to a network to obtain real-time client-presence status information related to clients of the center. Appellant argues that the art of Miesbauer teaches a limited system for periodically checking status of a connected appliance and sending a report to the substation of the status of the connected appliance. Miesbauer's purpose is to perform maintenance checks on the connected appliance.

Appellant argues that Miesbauer fails to disclose monitoring real-time client and client device status at each client device including on-line/off-line status of the client and client device, and the client's callback preferences including medium preferences and client device preferences as recited in step b of claim 19. Miesbauer is limited to a teaching wherein the substation chooses the format to receive the report of the appliance maintenance status, i.e. email, phone or fax and a report is sent to one of these communication devices. (col. 9, lines 8-35). Appellant argues that Miesbauer fails to teach call-back preferences because calls are not conducted between clients and agents in the art of Miesbauer, only electronic data reports are sent to the substation from the on-line center.

re: dependent claims 2-3, 12-15, 17, 20-21, 23, 26-28, and 31-33

Appellant asserts that the remaining dependent claims depend from either claim 1 or 19 rejected as being anticipated by Miesbauer. As the independent claims are shown to be patentable over the art of Miesbauer, said dependent claims are at least patentable as depending from a patentable independent claim.

7.2 35 USC 103 rejecting dependent claims 4-6, 8-11, 18, 22, 25 and 29-30

re: claim 9

The Examiner's argument:

The Examiner states that Miesbauer teaches through Rakavy, a system wherein the alert indicates one or more of status of the communication center, including one or more of the number of calls in queue and the estimated waiting time, and a time for callback, enabling the client to plan or to initiate a call with high probability of success. Miesbauer teaches a design allowing for callbacks (column 3, lines 25-39, Miesbauer). The claimed features are equivalent to this feature of Miesbauer's design.

Appellant's response:

Appellant strongly disagrees with the Examiner's interpretation of Miesbauer. Absolutely no where in the art of Miesbauer is a remote teaching or suggestion that the status report sent to substations include one or more of the number of calls in queue and the estimated waiting time, and a time for callback, enabling the client to plan or to initiate a call with high probability of success. Miesbauer does not facilitate client callbacks, so the feature is not taught or suggested, nor has the Examiner referred to any portion of either Miesbauer or Rakavy. Applicant points out that Rakavy is specifically relied upon by the Examiner to teach advertising abilities within the structure of

Miesbauer.

re: claim 18

Examiner's arguments:

The Examiner states that Miesbauer teaches through Rakavy, a system wherein one or more instances of the customer presence software are provided by the communication center host, and one or more instances are provided by a third party presence service provider, and wherein two or more client devices executing presence software are associated with a single client, the communication center presence software providing thereby regularly updated and integrated presence status over the multiple devices for the single client. Miesbauer's design features software (equivalent to the claimed presence software) on both the customer/client sites (column 5, lines 1-6, Miesbauer) and the online center (communication center) (column 3, lines 4-7, Miesbauer) allowing the two sites to communicate and transfer status information to each other. The design also allows online center (communication center) to access the service software at a centralized facility (equivalent to claimed third-party).

Appellant's response:

Appellant argues that "a centralized facility" in the art of Miesbauer is assumed as the Examiner failed to provide an element number or refer to a specific portion in Miesbauer to support the suggestion. Further, if the centralized server does exist it does not equate to appellant's claim that one or more instances of customer presence service software are foreign presence service software provided by a third-party presence service provider, and further comprising a foreign presence service server operating in the network and communicating with both the instances of the foreign presence service software and the communication center presence software executing at the

communication center. Appellant argues that there is no teaching that the server is in fact a third party server, clearly meaning that the server is <u>not</u> hosted by the on-line facility, as generally known in the art. Appellant teaches and claims third party integration via commercial communication/network suppliers (p. 27, lines 18-22).

re: claims 25, 29 and 30

Examiner's argument:

The Examiner states that Miesbauer teaches through Rakavy, a system wherein the alert indicates one or more of status of the communication center, including one or more of the number of calls in queue and the estimated waiting time, and a time for callback, enabling the client to plan or to initiate a call with high probability of success. Miesbauer teaches a design allowing for callbacks (column 3, lines 25-39, Miesbauer). The claimed features are equivalent to this feature of Miesbauer's design.

Appellant's response:

Appellant strongly disagrees with the Examiner's interpretation of Miesbauer. Absolutely no where in the art of Miesbauer is a remote teaching or suggestion that the status report sent to substations include one or more of the number of calls in queue and the estimated waiting time, and a time for callback, enabling the client to plan or to initiate a call with high probability of success. Miesbauer does not facilitate client callbacks, so the feature is not taught or suggested, nor has the Examiner referred to any portion of either Miesbauer or Rakavy. Applicant points out that Rakavy is specifically relied upon by the Examiner to teach advertising abilities within the structure of Miesbauer.

re: claims 4-6, 8, 10-11, and 22

Appellant asserts that the remaining dependent claims depend from either claim 1 or 19

rejected as being anticipated by Miesbauer. As the independent claims are shown to be

patentable over the art of Miesbauer, said dependent claims are at least patentable as

depending from a patentable independent claim.

So the appellant asserts that a proper rejection, under 35 U.S.C. 102, and/or 103 is

not supported by the art of Miesbauer or the combination of Miesbauer or Rakavy,

because claimed limitations, which enable a much more robust and useful system than

that of the combination of the references, are not taught in either reference.

Appellant therefore strongly believes that all of the claims standing are clearly

and unarguably patentable over the combined art. Accordingly, appellant respectfully

requests that the Board reverse the rejection of the claims and hold the claims allowable.

8. **Claims Appendix**

The claims involved in the appeal are:

1. (Previously presented) In a network including a communication center and a plurality of clients using communication devices, a system enabling agents of the communication center to best communicate with the clients and client devices, including configuring call-back options and preferences, the system comprising:

 customer presence software executing at each client device for monitoring client and client device status; and

 a communication-center presence software executing in the communication center for receiving information from the customer presence software;

 characterized in that the customer presence software monitors real-time client and client device status at each client device including on-line/off-line status of the client and client device, and the client's callback preferences including medium preferences and client device preferences, communicates the status information to the communication center presence software, and the communication center presence software integrates the received status information and provides the integrated result to the agents of the communication center.

2. (original) The system of claim 1, wherein the network is a data-packet-network.

3. (original) The system of claim 2, wherein the data-packet-network is the Internet network.

4. (original) The system of claim 3, wherein the communication center markets products and or service to the clients.

5. (original) The system of claim 4, wherein the agents are human resources employed by

the communication center.

6. (original) The system of claim 4, wherein the agents are automated robotic systems implemented at the communications center.

7. (canceled)

8. (Previously presented) The system of claim 1, wherein an alert is propagated to clients.

9. (original) The system of claim 8, wherein the alert indicates one or more of status of the communication center, including one or more of the number of calls in queue and the estimated waiting time, and a time for callback, enabling the client to plan or to initiate a call with high probability of success.

10. (original) The system of claim 8, wherein optional callback or alert mediums include cellular, IP, and wired communications mediums.

11. (original) The system of claim 10, wherein the optional callback or alert devices include cellular telephones, pagers, telephones, computer stations, handheld computers, and laptop computers.

12. (original) The system of claim 1, wherein the client-status information provided to an agent automatically updates periodically.

13. (original) The system of claim 1, wherein the client-status information is continually streamed to the subscribing agent-user during a session with a client.

14. (original) The system of claim 1, wherein the transfer of client-status information is

by instant messaging technology.

15. (original) The system of claim 1 wherein the customer presence software executing at the client devices for monitoring client and device status is provided by a host of the communication center, and the communication-center presence software executing in the communication center communicates directly with the customer presence software executing at the client device.

16. (original) The system of claim 1 wherein one or more instances of customer presence service software are foreign presence service software provided by a third-party presence service provider, and further comprising a foreign presence service server operating in the network and communicating with both the instances of the foreign presence service software and the communication center presence software executing at the communication center.

17. (original) The system of claim 1 wherein the network is one or a combination of the Internet network, a wireless cellular telephone network, or a public service telephone network.

18. (original) The system of claim 1 wherein one or more instances of the customer presence software are provided by the communication center host, and one or more instances are provided by a third party presence service provider, and wherein two or more client devices executing presence software are associated with a single client, the communication center presence software providing thereby regularly updated and integrated presence status over the multiple devices for the single client.

19. (Previously presented) A method for enabling agent-users of a communication center connected to a network to obtain real-time client-presence status information related to clients of the information-source facility comprising the steps of:

(a) executing presence software at client devices used by the clients;

(b) communicating client-status information by the presence software, including on-line/off-line status of the client and client device, and the client's callback preferences including medium preferences and client device preferences to a communication center presence software executing in the communication center; and

(c) integrating the client-status information or a portion thereof and serving the result to subscribing agent workstations in the communication center.

20. (original) The method of claim 19, wherein the method is practiced over a data-packet-network.

21. (original) The method of claim 20, wherein the data-packet-network is the Internet network.

22. (original) The method of claim 19 wherein the communication center markets products and or services to the clients.

23. (original) The method of claim 19 wherein in step (a), the presence software executing at a client device is provided by a third-party service provider, and client status information is communicated through a third party server to the communication center presence software.

24. (original) The method of claim 19 wherein in step (a), the presence software executing at a client device is provided by the host of the communication center, and the communication center presence software communicates directly with the client presence software.

25. (original) The method of claim 19 wherein in step (b), the communication center presence software operates in a call-waiting queue of the communication center.

26. (original) The method of claim 19 wherein in step (b), the client-status information is communicated in the form of instant messages containing the information.

27. (original) The method of claim 19 wherein in step (b), the client-status information is communicated through an electronic information page.

28. (original) The method of claim 19 wherein in step (b), on-line/off-line status information is communicated in the form of instant messages containing the information, and callback preference information is communicated through an electronic information page.

29. (original) The method of claim 19 further comprising a step for alerting clients as to an estimated time of response from agent in a callback situation.

30. (original) The method of claim 19 further comprising a step for alerting clients as to status of the communication center, including one or more of the number of calls in queue and the estimated waiting time, enabling the client to plan or to initiate a call with high probability of success.

31. (original) The method of claim 29 wherein the alert is of the form of one of a page to a paging device, an instant message, an e-mail, or a telephone beep.

32. (canceled)

33. (original) The method of claim 19 wherein in step (c), the client-status information automatically updates periodically during a client session.

9. # Evidence Appendix

No evidence other than the arguments and facts presented in this brief is provided.
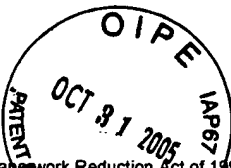

10. # Related Proceedings Appendix

No copies provided, because these claims have never been appealed.

Respectfully Submitted,
Stefaan Valere Albert Coussement

by _____
Donald R. Boys
Reg. No. 35,074

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FEE TRANSMITTAL
For FY 2005

Effective on 12/08/2004.
Fees pursuant to the Consolidated Appropriations Act, 2005 (H.R. 4818).

☐ Applicant claims small entity status. See 37 CFR 1.27

TOTAL AMOUNT OF PAYMENT ($)	500.00

Complete if Known

Application Number	09/757,728
Filing Date	01/09/2001
First Named Inventor	Stefaan Albert Coussement
Examiner Name	Azizul Q. Choudhury
Art Unit	2145
Attorney Docket No.	P4644

METHOD OF PAYMENT (check all that apply)

☑ Check   ☐ Credit Card   ☐ Money Order   ☐ None   ☐ Other (please identify):_____

☑ Deposit Account   Deposit Account Number: 50-0534   Deposit Account Name: Mark A. Boys

For the above-identified deposit account, the Director is hereby authorized to: (check all that apply)

☐ Charge fee(s) indicated below

☐ Charge fee(s) indicated below, **except for the filing fee**

☑ Charge any additional fee(s) or underpayments of fee(s) under 37 CFR 1.16 and 1.17

☑ Credit any overpayments

WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.

FEE CALCULATION

1. BASIC FILING, SEARCH, AND EXAMINATION FEES

Application Type	FILING FEES Fee ($)	Small Entity Fee ($)	SEARCH FEES Fee ($)	Small Entity Fee ($)	EXAMINATION FEES Fee ($)	Small Entity Fee ($)	Fees Paid ($)
Utility	300	150	500	250	200	100	0
Design	200	100	100	50	130	65	0
Plant	200	100	300	150	160	80	0
Reissue	300	150	500	250	600	300	0
Provisional	200	100	0	0	0	0	0

2. EXCESS CLAIM FEES

Fee Description	Fee ($)	Small Entity Fee ($)
Each claim over 20 or, for Reissues, each claim over 20 and more than in the original patent	50	25
Each independent claim over 3 or, for Reissues, each independent claim more than in the original patent	200	100
Multiple dependent claims	360	180

Total Claims	Extra Claims	Fee ($)	Fee Paid ($)
0 - 20 or HP =	0 x	25 =	0

HP = highest number of total claims paid for, if greater than 20

Indep. Claims	Extra Claims	Fee ($)	Fee Paid ($)
0 - 3 or HP =	0 x	100 =	0

HP = highest number of independent claims paid for, if greater than 3

Multiple Dependent Claims	
Fee ($)	Fee Paid ($)
0	0

3. APPLICATION SIZE FEE

If the specification and drawings exceed 100 sheets of paper, the application size fee due is $250 ($125 for small entity) for each additional 50 sheets or fraction thereof. See 35 U.S.C. 41(a)(1)(G) and 37 CFR 1.16(s).

Total Sheets	Extra Sheets	Number of each additional 50 or fraction thereof	Fee ($)	Fee Paid ($)
- 100 =	0 / 50 =	0 (round up to a whole number) x	125 =	0

4. OTHER FEE(S)

	Fees Paid ($)
Non-English Specification, $130 fee (no small entity discount)	0
Other: Filing a brief in support of an appeal	500.00

SUBMITTED BY

Signature		Registration No. (Attorney/Agent)	35,074	Telephone	831-726-1457
Name (Print/Type)	Donald R. Boys			Date	10/31/2005

Certificate of Express Mailing

"Express Mail" Mailing Label Number: **EL996731715US**
Date of Deposit: **10/31/2005**
Ref: Case Docket No.: **P4644**
First Named Inventor: **Stefaan Albert Coussement**
Serial Number: **09/757,728**
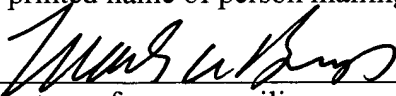Filing Date: **01/09/2001**
Title of Case: **System for Reporting Client Status Information to Communications-Center Agents**

I hereby certify that the attached papers are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

1. Appeal Brief.
2. Fee transmittal.
3. Duplicate fee transmittal.
4. Check for fees in the amount of $500.00.
5. Certificate of express mailing.
6. Postcard listing contents.

<u>Mark A. Boys</u>

(Typed or printed name of person mailing paper or fee)

_____
(Signature of person mailing papers or fee)